



Working Effectively with Military Families

Partnership for Kids:

2006 Statewide CASA Conference

October 13-14, Williamsburg, VA

Working Effectively with Military Families
Presenters: Ann Heiss Schulte, MSW, LCSW, Julie
Couture, LMSW & Edie Moorcones, MSW, LCSW



Working Effectively with Military Families

Working Effectively with Military Families

CASA State Conference
October 13, 2006

Presenters:

Ann Schulte, Fort Eustis and Fort Story
Edie Moorcones, Yorktown Naval Weapons Station
Julie Couture, Langley Air Force Base





AGENDA

- Military Demographics
- Military Lifestyle
- Deployment Cycle
- Family Support
- Family Advocacy Program
- Resources



Working Effectively with Military Families





MILITARY FAMILIES

- 47.4% 25 years old or younger; 80% 35 or younger
- 53% married (50% enlisted, 69% officers), 6.8% dual military
- 43% have children; 37% are married with children
- 39% children are 0-5 years of age; 73% are under 12
- 46% are junior enlisted (E1-E4)—of those, 29% are married and 21% have children
- 14.9% women, 36% minorities
- Majority live in civilian communities
- 137,681 Active Duty in Virginia (2nd only to California)



MILITARY CULTURE

- More than “employment”
- Focus on patriotism, duty, loyalty, authority, service
- Language, acronyms, courtesies
- Order & discipline
- Protocol
- Chain of command
- ID cards et al.



MILITARY COMMUNITIES

Community: A Network of Informal Relationships
Between People Connected By:

*Kinship, Common Interests or Beliefs,
Geographical Proximity, Friendship,
Occupation, or Giving/Receiving Services*

Military communities are often both *geographic* and *functional* depending on housing alternatives.

“The town within a town atmosphere of the military fosters opportunity to develop trusting relationships with neighbors and the unit whereby everyone looks out for one another.”



MILITARY LIFESTYLE

- Full employment
- Housing and bases are relatively safe, clean
- Less crime, substance abuse, antisocial behavior
- Shared core values
- Chain of command, chain of concern
- Community resources, e.g., Chaplains, Child Care, Education, Recreation, Legal Assistance, Military Relief, Family Support



MILITARY PERKS

- Pay & Entitlements, e.g., food, housing, clothing allowances
 - Other pay, e.g., Family Separation Allowance, Hazardous Duty Pay, Adoption Reimbursement
- Medical & dental coverage (DEERS, Tri-Care), CHAMPUS for family members
- Leave
- Commissary & Exchange Privileges
- Educational benefits
- Recreational facilities



CHALLENGES OF MILITARY LIFE

- Changing mission, unpredictable work hours, war-fighting dangers
- Reduced personal freedom, privacy
- Frequent moves—separation from family, informal support networks
- Junior enlisted (46%)—relatively low pay
- Special issues for single parents, dual military: family care plans, custody-visitation, etc.
- Special issues for Reserve, National Guard



MILITARY CHILDREN

- Most are resilient
- Culturally aware, knowledgeable about geography
- Independent, self-reliant, “team players”
- Tend to reach out to newcomers, friends
- Better able to develop more portable achievements, skills, & talents
- Better able to adapt to change and loss



“ACCORDION” FAMILIES

The Deployment Cycle:

- Pre-deployment
- Deployment
- Homecoming/Reunion

Emotional Roller Coaster:

All families are affected, but most adapt.

Families with pre-existing problems and/or troubled family members are at greater risk for poor adjustment during separations.



CHILDREN'S REACTIONS

- More vulnerable than adults
- Change cause loss of stability, control for all; children focus on personal impact
- Individual differences based on age, gender, personality, experience, nature of relationship, perception of danger
- Emotional and behavioral reactions:
 - Acute (2 weeks) may include feelings of loss, anger, mild depression; appetite, sleep, mood disturbance
- Children may regress, test limits, be clingy, be inattentive at school, resist authority
- Communication, consistency, routine, and social support help. *Children take cues from the adults around them.*



PRE-DEPLOYMENT

- 6-8 weeks prior—possible denial, fear, anger
- About 1 week prior—may withdraw emotionally; feelings may include fear, anger, ambivalence

DEPLOYMENT

- Feelings may be acute or delayed
- Initially (1-6 weeks) may experience sleep or appetite disturbance, feelings of anger, emptiness, abandonment
- **Adjustment to “New Normal”:** Feelings may include hope, worry, calm, loneliness. May include short periods of fear, anger, loss.



HOMECOMING & REUNION

- Anticipation: Feelings—happiness, excitement, uncertainty, ambivalence, worry, fear
 - Honeymoon (1 day to first argument)
 - Readjustment (6-8 weeks): Redefine roles, routines, intimacy
 - Stabilization: Key is to go slow—consistency, communication, patience, flexibility
- + Children can learn about developing new skills, making adjustments, accepting change



WARNING SIGNS

- Not the symptom, but matter of degree and duration
- Continuing symptoms of stress; compromised function in all areas—home, school, social life
- Seek professional help if symptoms continue longer than 6-8 weeks
- Separation anxiety, intense sadness & crying, depressive symptoms, violent outbursts or behavior, difficulty concentrating in school, etc.



LOCAL INSTALLATION RESOURCES

■ COMMUNITY SUPPORT CENTERS

Emergency Relief, Budget Management, Relocation, Exceptional Family Member Program, Family Support, Information/Referral

■ FAMILY ADVOCACY PROGRAM

New Parent Support, Prevention and Education, Spouse Victim Advocates, Case Assessment, Intervention/Treatment



FAMILY ADVOCACY PROGRAM (FAP)

- Addresses issues related to child maltreatment and domestic abuse
- Active Duty and Reserve/National Guard on Active Duty are eligible
- Prevention, Training, Reporting, Treatment
- DoD FAP Standards, but mission accomplished in Service-specific ways
- Command notification, limited confidentiality
- Military-Civilian Agreements & Partnerships



Working Effectively with Military Families

FAMILY ADVOCACY PROGRAM (office hours)

Army Community Service

- Fort Belvoir, 703-805-3980
- Fort Eustis, 757-878-0901
- Fort Lee, 804-734-7585
- Fort Monroe, 757-788-3878
- Fort Myer, 703-696-3510
- Fort Story, 757-422-7311

Langley Air Force Base: 757-764-2427

Navy/Marines: 757-444-2230

Navy After Hours: Fleet and Family Support Centers: 1-800-FSCLINE

Coast Guard: Employee Assistance 686-4023/ 4026/ 4027



WEB RESOURCES

- Installation home pages
- Military One Source (1-800-342-9647)
www.militaryonesource.com
- www.cyfernet.org
- <http://deploymenthealthlibrary.fhp.osd.mil>
- <http://deploymentlink.osd.mil>
- Service-specific websites

QUESTIONS



The New Emotional Cycles of Deployment

July 2006



As our country's operational commitments have increased throughout the world, military families are now often faced with deployments in more rapid succession. In many situations, it is unknown when the deployment will end, increasing the anxiety and uncertainty for military families. Whereas the previous emotional cycles of deployment may have allowed for a period between deployments of 18 months to 2 years, some military families are now facing another deployment of the service member within 9-12 months of the member's return. Some of the military services describe 5 stages of the emotional cycles of deployment, while others describe 7 stages; however, the changes in spouses' behavior and emotions during the stages are similar. Learning about the feelings that you may experience, as well as the resources that are available to you, can help you maintain a strong military family team.

What are the stages of the "New" Emotional Cycles of Deployment? Although the actual stages haven't changed, the change in the timing of the various stages and nature of the deployments can cause increased turmoil and stress for the military family. The "new" stages are:

- Stage 1 – Anticipation of Departure
- Stage 2 – Detachment and Withdrawal
- Stage 3 – Emotional Disorganization
- Stage 4 – Recovery and Stabilization
- Stage 5 – Anticipation of Return
- Stage 6 – Return Adjustment and Renegotiation
- Stage 7 – Reintegration and Stabilization

Stage 1- Anticipation of Departure: In this stage, spouses may alternately feel denial and anticipation of loss. As reality sinks in, tempers may flare as couples attempt to take care of all the items on a family pre-deployment checklist, while striving to make time for "memorable" moments. In the new emotional cycles of deployment, Stage 1 may begin again before a couple

or family has even had time to renegotiate a shared vision of who they are after the changes from the last deployment.

Stage 2 – Detachment and Withdrawal: In this stage, service members become more and more psychologically prepared for deployment, focusing on the mission and their unit. Bonding with their fellow service members is essential to unit cohesion, but this may create emotional distance within the marriage. Sadness and anger occur as couples attempt to protect themselves from the hurt of separation. In the new emotional cycles of deployment, as this stage happens more often and more frequently, marital problems may escalate. When a husband or wife must repeatedly create emotional "distance", they may gradually shut down their emotions. It may seem easier to just feel "numb" rather than sad, but the lack of emotional connection to your spouse can lead to difficulties in a marriage.

Stage 3- Emotional Disorganization: With back to back deployments, one might think that this stage of adjusting to new responsibilities and being alone would get easier. Although a military spouse may be familiar with the routine, (s)he may also be experiencing "burn-out" and fatigue from the last deployment, and feel overwhelmed at starting this stage again.

Stage 4- Recovery and Stabilization: Here spouses realize they are fundamentally resilient and able to cope with the deployment. They develop increased confidence and a positive outlook. With back to back deployments, however, spouses may find it hard to muster the emotional strength required, but many resources are available to provide needed support.

Stage 5- Anticipation of Return: This is generally a happy and hectic time spent preparing for the return of the service member. Spouses, children and parents of the service member need to talk about realistic plans and expectations for the return and reunion.

Stage 6 – Return Adjustment and Renegotiation: Couples and families must reset their expectations and renegotiate their roles during this stage. The key to successful adjustment and renegotiation is open communication. Families also need to be prepared to deal with the effects of combat stress on the returning service member. Such stress and trauma can be difficult to deal with. Troops with combat stress are often irritable, guarded, and want to be alone. Some may use increased alcohol or drugs in a failed attempt to "numb" the emotional pain they



are experiencing. Attempts at renegotiation may result in increasing marital arguments.

Stage 7- Reintegration and Stabilization: This stage can take up to 6 months as the couple and family stabilize their relationships anew. As noted with Stage 6, the presence of combat stress can severely disrupt the stabilization process. Reintegration and stabilization can hit more roadblocks when a family must make a Permanent Change of Station (PCS) move immediately upon the return of the service member. Back to back deployments create stress as families stabilize only to begin Stage 1 once again.

Where can families find help?

-Your military service Family Support Center on the installation offers groups, classes, and counseling for a variety of issues. National Guard and Reserve families can contact their state or regional Family Assistance Center for assistance.

- Military OneSource, DoD's 24/7 Call Center (1-800-342-9647, www.militaryonesource.com) provides access to six (6) free private counseling sessions per problem per person with a provider in your local area for issues such as coping with deployment, reintegration, and marital and family problems.

-Local Military healthcare facilities

- TRICARE: www.tricare.osd.mil

- Online, mental health screening tools (anonymous self-assessments for depression, alcohol disorder, post-traumatic stress disorder (PTSD), generalized anxiety disorder, and bipolar disorder) are available online at www.MilitaryMentalHealth.org. Individuals can print the results of their assessments to take with them to a health care provider. Results and resources are listed at the end of every assessment tool. Information on TRICARE providers, Veterans' Centers and Military OneSource is also listed.

FACTS TO REMEMBER:

- The emotions you experience during the cycles of deployment are a normal reaction to an abnormal situation unique to the military
- If your service member experiences combat stress, it can interfere with your ability to reintegrate as a couple- seek help early rather than later
- You don't have to go it alone! Use the many resources available to you

FEATURED RESOURCES AND DOWNLOADS:

Article on "The Emotional Cycles of Deployment - A Military Family Perspective:"

<http://www.hooah4health.com/deployment/familymatters/emotionalcycle.htm>

Resources and links specific to National Guard families:

<http://www.guardfamily.org/>

Life Articles on deployment and return, including articles specific to Reserve families:

<http://www.militaryonesource.com/skins/MOS/home.aspx>

Multiple articles on issues related to the cycles of deployment:

http://www.lifelines.navy.mil/pls/itc/url/page/LSNAPP/LSN5DETAILLFT?current_id=25.60.500.390.120.0.0.0.0§ion_id=25.60.0.0.0.0.0.0

Source: Jennifer Morse, M.D., Navy CAPT (Ret), San Diego, CA

Additional Sources of Information and Assistance

Military OneSource

24/7 Call Center, Tip Sheets & Life Articles
1-800-342-9647 (24/7 Confidential Call Center)
1-800-3429-6477(Overseas)
www.militaryonesource.com

USACHPPM

<http://chppm-www.apgea.army.mil>

Naval Medical Center San Diego

<http://www-nmcsd.med.navy.mil>

Commanders Page

www.commanderspage.dod.mil

MilitaryHOMEFRONT

www.militaryhomefront.dod.mil

DoD Reserve & National Guard

www.defenselink.mil/ra
www.guardfamily.org

FirstGov.gov (See Military Personnel and Veterans section)

http://www.firstgov.gov/Citizen/Audiences/Military_Veterans.shtml

Deployment Health & Family Readiness Library

<http://deploymenthealthlibrary.fhp.osd.mil>

Military Students in Transition & Deployment

www.militarystudent.org

National Military Family Association

www.nmfa.org



Visit the Deployment Health and Family Readiness Library: <http://deploymenthealthlibrary.fhp.osd.mil>

A collaborative effort between the Department of Defense, the military services and military service and family member support organizational partners

Virginia Military Family Advocacy Programs

The Family Advocacy Program is the commander's program to address issues related to prevention and treatment of child maltreatment and domestic abuse. Note that the following offices are NOT reporting hotlines and are open only during business hours. In an emergency, please contact the installation Military/Special Police for assistance.

ARMY

Army note: Please ask for the Family Advocacy Program Manager, who will generally refer you to Social Work Service-Family Advocacy Program, the department that handles reports of abuse and manages open cases.

Fort Belvoir

Family Advocacy Program
Army Community Service (ACS)
Building 210, 5820 21st Street
Fort Belvoir, VA 22060
Phone: 703-805-3980

Fort Eustis

Army Community Service
Family Advocacy Program
601 Hines Circle
Fort Eustis, VA 23604
Phone: 757-878-0901

Fort Lee

Army Community Service
Family Advocacy Program
1231 Mahone Avenue, Building 9023
Fort Lee, VA 23801
Phone: 804-734-7585

Fort Monroe

Army Community Service
Soldier and Family Support Center
Family Advocacy Program
Building 206, 96 Stillwell Road
Fort Monroe, VA 23651
Phone: 757-788-3878

Fort Myer Military Community

Army Community Service
Family Advocacy Program
Building 201
Fort Myer, VA 22211-1199
Phone: 703-696-3510

Fort Story

Army Community Service
Family Advocacy Program
517 Solomons Road
Fort Story, VA 23459
Phone: 757-422-7311

IMPORTANT NOTICE

The Research Department is pleased to provide you with the attached materials and resources. Please note that we do not endorse or recommend the providers, resource(s) or the materials, and that we can make no guarantee as to the applicability, comprehensiveness, or accuracy of the information provided. The decision about your particular situation must be made by you, in conjunction with advice from appropriate professionals. This material was reproduced with the permission of the copyright owner. Further reproduction prohibited.

Virginia Military Family Advocacy Programs

NAVY

NAS Oceana

Family Advocacy Program
2073 Tartar Avenue, Building 585
NAS Oceana Dam Neck Annex
Phone: 757-492-6342

NAS Oceana Dam Neck Annex

Family Advocacy Program
2073 Tartar Avenue, Building 585
NAS Oceana Dam Neck Annex
Phone: 757-492-6342

NSA Northwest Annex

Norfolk Family Advocacy Program
Fleet and Family Support Center
7928 14th Street, Suite 102
Norfolk, VA 23505-1219
Phone: 757-444-2230 / 5490

Naval Amphibious Base, Little Creek

Norfolk Family Advocacy Program
Fleet and Family Support Center
7928 14th Street, Suite 102
Norfolk, VA 23505-1219
Phone: 757-444-2230 / 5490

Naval Station Norfolk

Norfolk Family Advocacy Program
Fleet and Family Support Center
7928 14th Street, Suite 102
Norfolk, VA 23505-1219
Phone: 757-444-2230 / 5490

Naval Support Activity, South Potomac (Dahlgren)

Fleet and Family Support Center
Building 214
NSWCDD Dahlgren, VA 22448
Phone: 540-653-1839
Naval Weapons Station Yorktown
Fleet and Family Support Center
Family Advocacy Program
799 Powder Keg Lane
Yorktown, VA 23691
Phone: 757-887-4606

Surface Combat Systems Center, Wallops Island

Norfolk Family Advocacy Program
Fleet and Family Support Center
7928 14th Street, Suite 102
Norfolk, VA 23505-1219
Phone: 757-444-2230 / 5490

IMPORTANT NOTICE

The Research Department is pleased to provide you with the attached materials and resources. Please note that we do not endorse or recommend the providers, resource(s) or the materials, and that we can make no guarantee as to the applicability, comprehensiveness, or accuracy of the information provided. The decision about your particular situation must be made by you, in conjunction with advice from appropriate professionals. This material was reproduced with the permission of the copyright owner. Further reproduction prohibited.

Virginia Military Family Advocacy Programs

AIR FORCE

Langley AFB
1 MDOS/SGOH
Family Advocacy Program
45 Pine Road
Langley AFB, VA 23665
Phone: 757-764-2427

MARINE CORPS

Henderson Hall
Marine and Family Services
Across from Parking Garage in Modular Homes
Arlington, VA 22214
Phone: 703-614-7200

Marine Corps Base Quantico
Marine Corps Community Services
Family Advocacy Program
Building 2034
Barnett Avenue
Quantico, VA 22134
Phone: 703-784-2570

Virginia Military Community Support Centers

Community Support Centers provide programs geared toward providing information, education and support for Service and family members. Programs include Emergency Relief, Financial Management, Relocation Services, Parenting and Couples Support, Family Member Employment Assistance, and more. Services vary by branch and installation. Please call for more information.

ARMY

Fort Belvoir

Army Community Service
Building 210
5820 21st Street
Fort Belvoir, VA 22060
Phone: 703-805-3413

Fort Eustis

Army Community Service
Building 601
Fort Eustis, VA 23604
Phone: 757-878-0901

Fort Lee

Army Community Service
1231 Mahone Avenue
Building 9023
Fort Lee, VA 23801
Phone: 804-734-6475

Fort Monroe

Army Community Service
Soldier and Family Support Center
Building 206
96 Stillwell Road
Fort Monroe, VA 23651
Phone: 757-788-2070

Fort Myer Military Community

Army Community Service
Building 201
Fort Myer, VA 22211-1199
Phone: 703-696-3510

Fort Story

Army Community Service
Building 517
Solomons Road
Fort Story, VA 23459
Phone: 757-422-7311

IMPORTANT NOTICE

The Research Department is pleased to provide you with the attached materials and resources. Please note that we do not endorse or recommend the providers, resource(s) or the materials, and that we can make no guarantee as to the applicability, comprehensiveness, or accuracy of the information provided. The decision about your particular situation must be made by you, in conjunction with advice from appropriate professionals. This material was reproduced with the permission of the copyright owner. Further reproduction prohibited.

Virginia Military Community Support Centers

NAVY

NAS Oceana

Fleet and Family Support Center
1896 Laser Road, Suite 120
NAS Oceana, Virginia 23460
Phone: 757-433-2912

NAS Oceana Dam Neck Annex

Fleet and Family Support Center
NAS Oceana
Fleet and Family Support Center
1896 Laser Road, Suite 120
NAS Oceana, Virginia 23460
Phone: 757-433-2912

NSA Northwest Annex

Naval Station Norfolk
Fleet and Family Support Center
7928 14th Street, Suite 102
Norfolk, VA 23505-1219
Phone: 757-444-2102

Naval Amphibious Base, Little Creek

Fleet and Family Support Center
7928 14th Street, Suite 102
Norfolk, VA 23505-1219
Phone: 757-462-7563

Naval Station Norfolk

Fleet and Family Support Center
7928 14th Street, Suite 102
Norfolk, VA 23505-1219
Phone: 757-444-2102

Naval Support Activity, South Potomac (Dahlgren)

Fleet and Family Support Center
Building 214
NSWCDD Dahlgren, VA 22448
Phone: 540-653-1839

Naval Weapons Station Yorktown

Fleet and Family Support Center
799 Powder Keg Lane
Yorktown, VA 23691
Phone: 757-887-4606

IMPORTANT NOTICE

The Research Department is pleased to provide you with the attached materials and resources. Please note that we do not endorse or recommend the providers, resource(s) or the materials, and that we can make no guarantee as to the applicability, comprehensiveness, or accuracy of the information provided. The decision about your particular situation must be made by you, in conjunction with advice from appropriate professionals. This material was reproduced with the permission of the copyright owner. Further reproduction prohibited.

Virginia Military Community Support Centers

NAVY (continued)

Surface Combat Systems Center, Wallops Island

Naval Station Norfolk
Fleet and Family Support Center
7928 14th Street, Suite 102
Norfolk, VA 23505-1219
Phone: 757-444-2102

AIR FORCE

Langley AFB

Airman and Family Readiness Center
1 MSS/DPF
45 Nealy Avenue
Suite 100
Langley AFB, VA 23665
Phone: 757-764-3990

MARINE CORPS

Henderson Hall

Marine and Family Services
Across from Parking Garage in Modular Homes
Arlington, VA 22214
Phone: 703-614-7200

Marine Corps Base Quantico

Marine Corps Community Service
3280 Russell Road
Quantico, VA 22134
Phone: 703-784-2650

COAST GUARD

Integrated Support Command Portsmouth

757-686-4023/4026/4027